

**MONTHLY 2-1-1 CALL CENTER REPORTING
FOR THE MONTH/YEAR: November 2006**

CALL CENTER: 2-1-1 of Southeastern Oklahoma

COUNTIES COVERED:

Atoka	Garvin	Latimer	Murray	Seminole
Bryan	Haskell	Le Flore	Pittsburg	
Carter	Hughes	Love	Pontotoc	
Coal	Jefferson	McCurtain	Pushmataha	
Choctaw	Johnston	Marshall	Stephens	

CALL VOLUME BY COUNTY (Number & Percentage of Total Calls):

County	Number of Calls	% of Total calls
Atoka County	6	1.13%
Bryan County	25	4.70%
Carter County	14	2.63%
Choctaw County	22	4.14%
Coal County	3	0.56%
Comanche County	1	0.19%
Garvin County	17	3.20%
Haskell County	1	0.19%
Hughes County	5	0.94%
Jefferson County	2	0.37%
Johnston County	1	0.19%
Kingfisher County	1	0.19%
Latimer County	2	0.37%
Le Flore County	20	3.76%
Love County	3	0.56%
Marshall County	3	0.56%
McClain County	1	0.19%
McCurtain County	13	2.44%
McIntosh County	1	0.19%
Murray County	6	1.13%
Oklahoma County	1	0.19%
Pittsburg County	33	6.20%
Pontotoc County	277	52.06%
Pottawatomie County	1	0.19%
Pushmataha County	1	0.19%
Seminole County	31	5.83%
Stephens County	30	5.64%
Unknown County	11	2.07%
Total	532	100.00%

MONTHLY 2-1-1 CALL CENTER REPORTING, ctd.
FOR THE MONTH/YEAR: November 2006

TOTAL NUMBER OF INCOMING CALLS THIS MONTH BREAKDOWN

(Number & Percentage of Total Calls - IRis 3.0 call statistic: Type of Contact Report)

Type of Call	Number of Type	% of Total Calls
Information Request (Specific - telephone, address)	112	17.42%
Referral (Assess and refer)	468	72.78%
Crisis (Link to immediate help)	21	3.27%
Advocacy (Link to special help)	13	2.02%
Problem Solving (Emotional distress or mental confusion)	0	0.00%
Staff Call-In (Administrative, Scheduling)	5	0.78%
Seasonal – Special Project	24	3.73%
Total	643	100.00%

CALL MANAGEMENT STATISTICS

CALL VOLUME BY HOUR AND PERCENT (IRis 3.0 call frequency report)

Hour	Calls	Percent
12:00AM - 12:59AM	1	0.19%
1:00AM - 1:59AM	1	0.19%
2:00AM - 2:59AM	0	0.00%
3:00AM - 3:59AM	1	0.19%
4:00AM - 4:59AM	0	0.00%
5:00AM - 5:59AM	0	0.00%
6:00AM - 6:59AM	1	0.19%
7:00AM - 7:59AM	11	2.07%
8:00AM - 8:59AM	43	8.08%
9:00AM - 9:59AM	68	12.78%
10:00AM - 10:59AM	70	13.16%
11:00AM - 11:59AM	52	9.77%
12:00PM - 12:59PM	46	8.65%
1:00PM - 1:59PM	53	9.96%
2:00PM - 2:59PM	43	8.08%
3:00PM - 3:59PM	52	9.77%
4:00PM - 4:59PM	49	9.21%
5:00PM - 5:59PM	13	2.44%
6:00PM - 6:59PM	8	1.51%
7:00PM - 7:59PM	6	1.13%
8:00PM - 8:59PM	6	1.13%
9:00PM - 9:59PM	6	1.13%
10:00PM - 10:59PM	2	0.37%
11:00PM - 11:59PM	0	0.00%
Total	532	100.00%

**MONTHLY 2-1-1 CALL CENTER REPORTING, ctd.
FOR THE MONTH/YEAR: November 2006**

AVERAGE SPEED OF ANSWERING CALLS (telephone system report):

UNDER 10 SECONDS

PERCENT OF ABANDONED CALLS (telephone system report):

NONE – PHANTOM CALLS

AVERAGE TIME A CALLER IS IN QUEUE BEFORE ABANDONING CALL (telephone system report):

NONE

AVERAGE INCOMING CALL LENGTH (telephone system report -does not include data entry time):

8 MINUTES

FOLLOW-UP CALLS REPORT

PERCENTAGE OF CALLS FLAGGED FOR FOLLOW-UP:

**NOVEMBER 2006 – 55 CALLS FLAGGED = 10.34% OF TOTAL CALL VOLUME
(ALL CALLS LEAVING PHONE NUMBERS ARE FLAGGED)**

TOTAL NUMBER OF OUTGOING CALLS MADE FOR FOLLOW-UP:

84 CALLS MADE FOR FOLLOW-UP

TOTAL NUMBER & PERCENTAGE OF COMPLETED FOLLOW-UP:

27 FOLLOW-UP CALLS COMPLETED =	49.09%
28 FOLLOW-UP CALLERS UNAVAILABLE =	50.91%
0 FOLLOW-UP CALLS INCOMPLETE =	00.00%

AVERAGE LENGTH OF TIME BETWEEN ORIGINAL CALL & FOLLOW-UP CONTACT:

17 DAYS

*MONTHLY 2-1-1 CALL CENTER REPORTING, ctd.
FOR THE MONTH/YEAR: November 2006*

RESULTS OF FOLLOW-UP INQUIRIES:

PERCENTAGE REPORTING SATISFACTION WITH 211 SERVICES:

100.00%

PERCENTAGE REPORTING HAVING ACCESSED SERVICES:

100.00%

**PERCENTAGE REPORTING PROBLEM/NEED WAS RESOLVED WITHOUT
ACCESSING HUMAN SERVICE SYSTEM:**

22.22% (FOUND ASSISTANCE FROM FAMILY OR FRIENDS)

PERCENTAGE REPORTING NOT RECEIVING THE DESIRED SERVICES:

00.00%

LANGUAGE TRANSLATION (NUMBER & PERCENTAGE OF TOTAL CALLS)

CALLS TAKEN BY BILINGUAL 2-1-1 SPECIALISTS:

Number & Percentage

0 CALLS = 0% OF TOTAL CALL VOLUME

CALLS TAKEN BY TELE-INTERPRETER SERVICE:

Number & Percentage

0

CALLER'S 3RD PARTY INTERPRETER:

Number & Percentage

0

TDD/TTY/7-1-1 LINE:

Number & Percentage

0

**MONTHLY 2-1-1 CALL CENTER REPORTING, ctd.
FOR THE MONTH/YEAR: November 2006**

OTHER REPORTING:

TOP 10 NEEDS FOR THIS MONTH:

Top 10 Needs	Number of Callers	Percentage of Total Needs
Utility Assistance Electric = 100 Other = 59	159	24.73%
Information Assistance General Program Info = 62 Telephone Number = 50	112	17.42%
Health and Medical Treatment/Supplies = 24 RX Assistance = 6 Other = 43	73	11.35%
Housing/Weatherization Shelter = 33 Rental = 17 Other = 16	66	10.26%
Food Emergency = 10 Other = 39	49	7.62%
Holiday Assistance Holiday Food = 13 Holiday Gifts = 11	24	3.73%
Transportation Mass Transit = 8 Vehicle Gas = 8 Other = 7	23	3.58%
Clothing Children's = 10 Other = 11	21	3.27%
Emergencies Disaster (Ice Storm) = 12 Suicide = 2 Other = 7	21	3.27%
Financial Assistance Other Rent = 14 Other = 5	19	2.95%
Other	76	11.82%
Total Needs	643	100.00%

MONTHLY 2-1-1 CALL CENTER REPORTING, *ctd.*
FOR THE MONTH/YEAR: November 2006

**TOP 10 REFERRALS CATEGORIZED BY AGENCY TYPE (Percentage of each:
Government, Non-Profit, Faith-Based)**

Agency	Referrals	%	Agency Type
Salvation Armies	82	10.21%	Faith Based/Non-Profit
Community Action Agencies	71	8.84%	Non-Profit
Telephone and Address Information (Government and 1411)	71	8.84%	Government/Profit
Southwest Church of Christ Ada	40	4.98%	Faith Based/Non-Profit
First Pentecostal Holiness Church Ada	40	4.98%	Faith Based/Non-Profit
Covenant Presbyterian Church Ada	38	4.73%	Faith Based/Non-Profit
Trinity Baptist Church Ada	37	4.61%	Faith Based/Non-Profit
OKLA State Health Departments (OSHD)	34	4.24%	Government
OKLA Department of Human Services (DHS)	24	2.99%	Government
Ada Regional United Way	23	2.86%	Non-Profit
Other Agency/Program Referrals	343	42.72%	
Total Agency/Programs Referred		100.0%	

SPECIAL CIRCUMSTANCES RELATED TO CALL VOLUME THIS MONTH:

The snow and ice storm did show to increase calls for school closings, immediate heating needs, road conditions, and a sledding accident.

The number of caller referrals to DHS is up due to LIHEAP beginning on December 4th.

2-1-1 of Southeastern Oklahoma worked closely with the OSHD representatives from Atoka, Coal, Hughes and Pontotoc Counties to ensure the most accurate information was available to callers concerning the number flu vaccine doses on hand at each county site.

Ada Regional United Way referrals include 21 referrals for updates and/or inclusions in the 2-1-1 database. This indicates an increased awareness of 2-1-1 of Southeastern Oklahoma and suggests that agencies are starting to recognize the importance of providing the most accurate and up-to-date information for 2-1-1 Call Specialists to disseminate to callers.

ADDITIONAL ITEMS OF NOTE:

Total Calls for June = 285	Increase of 38 calls
Total Calls for July = 389	Increase of 104 calls (8 estimated rollover calls OKC)
Total Calls for August = 495	Increase of 106 calls (14 OKC rollover calls included)
Total Calls for September = 408	Decrease of 87 calls (14 OKC rollover calls included)
Total Calls for October = 512	Increase of 104 calls (15 OKC rollover calls included)
Total Calls for November = 532	Increase of 20 calls

Please e-mail Monthly Reports to Carrie.Wiggs@okdhs.org, no later than the 15th of the following month. Thank you!